

# The Standardized Program Evaluation Protocol (SPEP™):

*Service Score Results:* Baseline

**Name of Program and Service:** Community Service Foundation-RRC-Feasterville & Sellersville-Social Skills

Cohort Total: 122

SPEP ID: 42

Selected Timeframe: 11/1/2013

Date(s) of Interview(s): 11/1/2013

Lead County & SPEP Team Representatives: Bucks County, William Batty, Maureen Raquet & Heather Perry

Person Preparing Report: William Batty & Heather Perry

**Description of Service:** *This should include a **brief** overview of the service within the context of the program, the location and if community based or residential. Indicate the type of youth referred, how the service is delivered, the purpose of service and any other **relevant** information to help the reader understand the SPEP service type classification. (350 character limit)*

Community Service Foundation (CSF) has been in operation since 1977 and the organization operates a variety of programs throughout Bucks County and other surrounding counties. The organization consists of two separate entities and they are as follows: 1. Community Service Foundation and this is the counseling component of the operation and, 2. Buxmont Academy and this is the alternative education component of the organization. The Restorative Reporting Center (RRC) is the identified program for this report. In January 2010, the Bucks County Juvenile Probation Department was seeking a means to reduce short term residential placements for probationers. The RRC was established in June 2010 as a means to achieve this goal. This goal is clearly defined within the probation department's RRC program agreement for all participants as it reads as follows: The RRC is an "alternative to being placed into a juvenile facility outside of your home." The RRC flyer defines itself as an "alternative to out-of-home placement." Since the RRC is an alternative to placement, all participants wear a Global Positioning Satellite tracking device to restrict and monitor their movements. This device is worn 24 hours a day and seven days per week by participants during their commitment.

The RRC operates in two locations and they are as follows: Feasterville and Sellersville. It receives referrals exclusively from the Bucks County Juvenile Probation Department. Referrals are juveniles who are between the ages of 12 and 18 years old and some 19 years old who are the exception rather than the rule. It was reported that the average age of these juvenile participants lies in the 16 to 17 year old range. The program accepts both male and female participants and they interact together. Each facility serves 12 juveniles at a time but can adapt to serve more if necessary. The hours of operation are 4pm to 8:15pm Monday through Friday and 8am to 3pm on Saturday. The program provides transportation to and from the program. The daily schedule consists of two services and they are identified as learning strategies between 5:30pm to 6:30pm and group between 6:45pm and 8pm. The groups include restorative programming, life skills and weekly family night. On Saturday, participants perform community service for half the day and participate in group.

**The four characteristics of a service found to be the most strongly related to reducing recidivism:**

1. **SPEP™ Service Type:** Social Skills Training

Based on the meta-analysis, is there a qualifying supplemental service? No

If so, what is the Service type? There is no qualifying supplemental service

Was the supplemental service provided? n/a      **Total Points Possible for this Service Type:** 20

**Total Points Earned:** 20      **Total Points Possible:** 35

2. **Quality of Service:** Research has shown that programs that deliver service with high quality are more likely to have a positive impact on recidivism reduction. Monitoring of quality is defined by existence of written protocol, staff training and supervision, and how drift from service delivery is addressed.

**Total Points Earned:** 20      **Total Points Possible:** 20

3. **Amount of Service:** Score was derived from examination of weeks and hours each youth in the cohort received the service. The amount of service is measured by the target amounts of service for the SPEP service categorization. Each SPEP service type has varying amounts of duration and dosage. Youth should receive the targeted amounts to have the greatest impact on recidivism reduction.

Points received for Duration or Number of Weeks: 2

Points received for Dosage or Number of Hours: 8

Total Points Earned: 10 Total Points Possible: 20

4. **Youth Risk Level:** The risk level score is compiled by calculating the total % of youth that score above low risk, and the total % of youth who score above moderate risk to reoffend based on the results of the YLS.

112 youth in the cohort are Moderate, High or Very High YLS Risk Level for a total of 10 points

15 youth in the cohort are High or Very High YLS Risk Level for a total of 0 points

Total Points Earned: 10 Total Points Possible: 25

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**Basic SPEP™ Score:** 60 total points awarded out of 100 points. Compares service to any other type of SPEP therapeutic service. (eg: individual counseling compared to cognitive behavioral therapy, social skills training, mentoring, etc.)

*Note: Services with scores greater than or equal to 50 show the service is having a positive impact on recidivism reduction.*

**Program Optimization Percentage:** 71% This percentage compares the service to the same service types found in the research. (eg: individual counseling compared to all other individual counseling services included in the research)

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## The SPEP and Performance Improvement

The intended use of the SPEP is to optimize the effectiveness of reducing recidivism among juvenile offenders. Recommendations for performance improvement are included in the service feedback report, and these recommendations are the focus of the performance improvement plan, a shared responsibility of the service provider and the local juvenile court. The recommendations for this service included in the feedback report are:

1. Striving to ensure each student reaches a minimum of 16 weeks of service by collaborating with the probation department and investigating ways to meet targets for amount of service (duration) for Social Skills Training service type.
2. Strengthening the Playbook and Restorative Programming “Binders” by being more specific when describing the services to be provided as well as the specific audience (ie. age range, level of risk).
3. Ensuring YLS data is included in the referral packet from the probation department.
4. Tracking YLS data the Probation office provides.
5. Targeting high risk youth and eliminating low risk youth referred to the program.
6. Educating service delivery staff and supervisors on the YLS, perhaps this could be included as a training opportunity.

# The Standardized Program Evaluation Protocol (SPEP™):

*Service Score Results:* Reassessment

**Name of Program and Service:** Community Service Foundation-Social Skills-Feasterville & Sellersville  
Cohort Total: 58 SPEP ID: 42  
Selected Timeframe: 10/31/2014 – 12/1/2015  
Date(s) of Interview(s): 3/4/2016  
Lead County & SPEP Team Representatives: Bucks County, W. Batty, N. Caramenico, S. Stewart, H. Perry  
Person Preparing Report: William Batty & Heather Perry

**Description of Service:** *This should include a **brief** overview of the service within the context of the program, the location and if community based or residential. Indicate the type of youth referred, how the service is delivered, the purpose of service and any other **relevant** information to help the reader understand the SPEP service type classification. (350 character limit)*

Community Service Foundation (CSF) has been in operation since 1977 and the organization operates a variety of programs throughout Bucks County and other surrounding counties. The Restorative Reporting Center (RRC), which is the counseling component of the organization, is the identified program for this report. In January 2010, the Bucks County Juvenile Probation Department (BCJPD) was seeking a means to reduce short term residential placements for probationers. The RRC was established in June 2010 as a means to achieve this goal. The RRC is an “alternative to being placed into a juvenile facility outside of your home.” The current RRC Program Description defines itself as an “innovative approach to keep delinquent youth within their communities as an alternative to placement.” The duration of the program is 20 weeks and they are divided into two stages which are the RRC track and Intensive Transition track. A juvenile is committed initially to the RRC track for a period of either 9 or 13 weeks. During the 9 or 13 weeks, the juvenile wears a GPS tracking device. After either 9 or 13 weeks, the GPS tracking device is removed for the next 11 or 7 weeks to permit the juvenile to transition from the highly structured RRC track to the less structured Intensive Transition track. Also, the manual/written protocol utilized to deliver the service and the individuals who deliver the service and their supervisor are the same for both tracks. One difference between the RRC and Intensive Transition tracks is that RRC participants attend group 6 times per week (M-Sat) and Intensive Transition participants attend group 2 times per week with one of the groups being family night. This merge/match of definitions coupled with information from SPEP Baseline Feedback Reports and the practical experiences from the researcher who is a licensed social worker resulted in a Service Type – Service Provider Matrix Pilot for the identified SPEP service types. This matrix lists the seven YLS Needs in columns and the SPEP Service Types to be utilized to reduce those needs in rows. With this in mind, it is suggested that the criminogenic needs that are being targeted by the Social Skills Training service type be included in the program description, binders, playbook, and court reports.

**The four characteristics of a service found to be the most strongly related to reducing recidivism:**

1. **SPEP™ Service Type:** Social Skills Training

Based on the meta-analysis, is there a qualifying supplemental service? No

If so, what is the Service type? There is no qualifying supplemental service

Was the supplemental service provided? n/a Total Points Possible for this Service Type: 20

Total Points Earned: 20 Total Points Possible: 35

2. **Quality of Service:** Research has shown that programs that deliver service with high quality are more likely to have a positive impact on recidivism reduction. Monitoring of quality is defined by existence of written protocol, staff training and supervision, and how drift from service delivery is addressed.

Total Points Earned: 20 Total Points Possible: 20

3. **Amount of Service:** Score was derived from examination of weeks and hours each youth in the cohort received the service. The amount of service is measured by the target amounts of service for the SPEP service categorization. Each SPEP service type has varying amounts of duration and dosage. Youth should receive the targeted amounts to have the greatest impact on recidivism reduction.

Points received for Duration or Number of Weeks: 6

Points received for Dosage or Number of Hours: 8

Total Points Earned: 14 Total Points Possible: 20

4. **Youth Risk Level:** The risk level score is compiled by calculating the total % of youth that score above low risk, and the total % of youth who score above moderate risk to reoffend based on the results of the YLS.

55 youth in the cohort are Moderate, High or Very High YLS Risk Level for a total of 12 points

9 youth in the cohort are High or Very High YLS Risk Level for a total of 3 points

Total Points Earned: 15 Total Points Possible: 25

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**Basic SPEP™ Score:** 69 total points awarded out of 100 points. Compares service to any other type of SPEP therapeutic service. (eg: individual counseling compared to cognitive behavioral therapy, social skills training, mentoring, etc.)

*Note: Services with scores greater than or equal to 50 show the service is having a positive impact on recidivism reduction.*

**Program Optimization Percentage:** 81% This percentage compares the service to the same service types found in the research. (eg: individual counseling compared to all other individual counseling services included in the research)

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## The SPEP and Performance Improvement

The intended use of the SPEP is to optimize the effectiveness of reducing recidivism among juvenile offenders. Recommendations for performance improvement are included in the service feedback report, and these recommendations are the focus of the performance improvement plan, a shared responsibility of the service provider and the local juvenile court. The recommendations for this service included in the feedback report are:

1. Including/documenting the criminogenic needs that are being targeted by the Social Skills Training service type into the Program Description, Binders, CSF and Buxmont Restorative Practices Playbook and court reports,
2. Including/documenting the teaching, modeling, role playing, and feedback techniques used in delivering the Social Skills Training service type into the Program Description, Binders, and CSF and Buxmont Restorative Practices Playbook,
3. Including/documenting a date every time a person who delivers the service makes a note about a lesson/activity within the Binders,
4. Including/documenting in the Program Fidelity Checklist whether or not the Binders are utilized when delivering the Social Skills Training service type,
5. Conducting at least yearly YLS booster training for staff who deliver the service and offering other service type and service delivery specific training,
6. Continue to submit Outcome Measure templates to the probation department for analysis every 90 days when delivering the service, and
7. Collaborate with BCJPD to discuss different options available to handle participants who violate during the course of service delivery.

# The Standardized Program Evaluation Protocol (SPEP™):

*Service Score Results:* Reassessment 2

SPEP™ ID and Time: 42-T03

Agency Name: Community Service Foundation  
Program Name: Restorative Reporting Center and Intensive Transition  
Service Name: Social Skills Training  
Cohort Total: 94  
Timeframe of Selected Cohort: All delinquent youth who began this service on/after March 1, 2018 and ended this service on/before March 17, 2020  
Referral County(s): Bucks  
Date(s) of Interview(s): October 23, 2021  
Lead County: Bucks  
Probation Representative(s): Nick Caramenico  
EPIS Representative: Kevin Perluke

## Description of Service:

Community Service Foundation (CSF) has been in operation since 1977 and the organization operates a variety of programs throughout Bucks County and other surrounding counties. The organization consists of two separate entities and they are as follows: 1. Community Service Foundation and this is the counseling component of the operation and, 2. Buxmont Academy and this is the alternative education component of the organization. The Restorative Reporting Center (RRC) is the identified program for this report. In January 2010, the Bucks County Juvenile Probation Department (BCJPD) was seeking a means to reduce short term residential placements for probationers. The RRC was established in June 2010 as a means to achieve this goal. This goal is clearly defined within the probation department's RRC program agreement for all participants as it reads as follows: The RRC is an "alternative to being placed into a juvenile facility outside of your home." The current RRC Program Description defines itself as an "innovative approach to keep delinquent youth within their communities as an alternative to placement." Prior to the November 1, 2013 SPEP Baseline Feedback Report, all RRC participants wore a Global Positioning Satellite (GPS) tracking device because it was an alternative to placement program. The GPS tracking device restricted and monitored RRC participant movements for the duration of the program and duration was defined as 30, 60, 90, and 120 days. This device was worn 24 hours a day and seven days per week by RRC participants during their commitment. After the November 1, 2013 SPEP Baseline Feedback Report, the RRC and BCJPD collaborated in adjusting duration from days to weeks. The purpose of this adjustment was to align with recommended SPEP duration for the Social Skills Training service type which is 16 weeks. The SPEP service type delivered by the RRC and identified in their November 1, 2013 SPEP Baseline Feedback Report is Social Skills Training. Also, the RRC and BCJPD believed that it was necessary for juveniles to be "stepped down" from the highly structured GPS component of the program into a less structured "aftercare" component of the program. The results of this collaboration are juveniles, who are ordered into program, participate in the program for a total of 20 weeks. These 20 weeks are divided into two stages which are the RRC track and Intensive Transition track. A juvenile is committed initially to the RRC track for a period of either 54 or 78 days. During the 9 or 13 weeks, the juvenile wears a GPS tracking device. After either 54 or 78 days, the GPS tracking device is removed for the next 7 to 11 weeks to permit the juvenile to transition from the highly structured RRC track to the less structured Intensive Transition track. Jerry Bradley (RRC Coordinator) reported via phone on 3/9/16 and clarified that juveniles participating in the RRC and Intensive Transition track are separated unless numbers are low and then both tracks are merged. Also, the manual/written protocol utilized to deliver the service and the individuals who deliver the service and their supervisor are the same for both tracks. One difference between the RRC and Intensive Transition tracks is that RRC participants attend group 6 times per week (M-Sat) and Intensive Transition participants attend group 2 times per week with one of the groups being family night. Besides service type and duration, the RRC Program Description also indicates the following: 1. The goals of the RRC are listed. 2. The RRC operates in Feasterville and Sellersville, Bucks County. 3. Hours of operation are 4:00 pm to 8:15 pm Monday through Friday and 8:00 am to 3:00 pm on Saturday. 4. RRC participants are adjudicated delinquents. 5. Probation officer recommendation is criterion for admission. 6. RRC participants are males and females who are 12 to 18 years of age. 7. Services provided are listed. 8. In addition to two groups per week, the Intensive Transition track includes an FGDM, and one in-home individual or family session per week although this is not clear in the program description. After completing Baseline Feedback Reports and creating Performance Improvement Plans, the BCJPD and its In-home Service Providers began thinking how to align services. The thinking was that service providers should be aligned by the key concepts of evidence-based practices which are risk, need and responsibility principles. The probation department began working with researchers from the University of North Carolina at Chapel Hill and Case Western Reserve University in Ohio. The plan to align service providers through the principles of risk, need and responsibility became a task to merge/match Hoge's YLS Need Definitions with Lipsey's SPEP Service Type Definitions. This merge/match of definitions coupled with information from SPEP Baseline Feedback Reports and the practical experiences from the researcher who is a licensed social worker resulted in a Service Type – Service Provider Matrix Pilot for the identified SPEP service types. This matrix lists the seven YLS Needs in columns and the SPEP Service Types to be utilized to reduce those needs in rows. With this in mind, it is suggested that the criminogenic needs that are being targeted by the Social Skills Training service type be included in the program description, binders, playbook, and court reports. Previous information that was reported and has not changed between the initial on-site visit and follow-up on-site visit is as follows: 1. The program provides transportation to and from the program. 2. The RRC daily schedule consists of two services and they are identified as learning strategies between 4:30pm to 5:30pm and group between 6:45pm and 8pm. The groups include restorative programming, life skills and weekly family night. 3. Saturday RRC participants perform community service for half the day and participate in group. The RRC operates in two locations and they are as follows: Feasterville and Sellersville. It receives referrals exclusively from the Bucks County Juvenile Probation Department. Referrals are juveniles who are between the ages of 12 and 18 years old and some 19 years old who are the exception rather than the rule. It was reported that the average age of these juvenile participants lies in the 16 to 17-year-old range. The program accepts both male and female participants and they interact together. Each facility serves 12 juveniles at a time but can adapt to serve more if necessary. The hours of operation are 4pm to 8:15pm Monday through Friday and 8am to 3pm on Saturday. The program provides transportation to and from the program. The daily schedule consists of two services and they are identified as learning strategies between 4:30pm to 5:30pm and group between 6:45pm and 8pm. The groups include restorative programming, life skills and weekly family night. On Saturday, participants perform community service for half the day and participate in group.

## The four characteristics of a service found to be the most strongly related to reducing recidivism:

**1. SPEP™ Service Type:** Social Skills Training

**Based on the meta-analysis, is there a qualifying supplemental service?** No

**If so, what is the Service Type?** There is no qualifying supplemental service

**Was the supplemental service provided?** No **Total Points Possible for this Service Type:** 20

**Total Points Received:** 20 **Total Points Possible:** 35

**2. Quality of Service:** Research has shown that programs that deliver service with high quality are more likely to have a positive impact on recidivism reduction. Monitoring of quality is defined by existence of written protocol, staff training, staff supervision, and how drift from service delivery is addressed.

**Total Points Received:** 20 **Total Points Possible:** 20

**3. Amount of Service:** Score was derived by calculating the total number of weeks and hours received by each youth in the service. The amount of service is measured by the target amounts of service for the SPEP™ service categorization. Each SPEP™ service type has varying amounts of duration and contact hours. Youth should receive the targeted amounts to have the greatest impact on recidivism reduction.

**Points received for Duration or Number of Weeks:** 6

**Points received for Contact Hours or Number of Hours:** 8

**Total Points Received:** 14 **Total Points Possible:** 20

**4. Youth Risk Level:** The risk level score is compiled by calculating the total % of youth that score above low risk, and the total % of youth who score above moderate risk to reoffend based on the results of the YLS.

93 youth in the cohort are Moderate, High, Very High YLS Risk Level for a total of 12 points

40 youth in the cohort are High or Very High YLS Risk Level for a total of 13 points

**Total Points Received:** 25 **Total Points Possible:** 25

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**Basic SPEP™ Score:** 79 total points received out of 100 points. Compares service to any other type of SPEP™ therapeutic service. (e.g. individual counseling compared to cognitive behavioral therapy, social skills training, mentoring, etc.)

*Note: Services with scores greater than or equal to 50 show the service is having a positive impact on recidivism reduction.*

**Program Optimization Percentage:** 93% This percentage compares the service to the same service types found in the research. (e.g. individual counseling compared to all other individual counseling services included in the research.)

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### **The SPEP™ and Performance Improvement**

The intended use of the SPEP™ is to optimize the effectiveness of reducing recidivism among juvenile offenders. Recommendations for performance improvement are included in the service Feedback Report, and these recommendations are the focus of the Performance Improvement Plan, a shared responsibility of the service provider and the juvenile probation department.

#### 1. Regarding Quality of Service Delivery:

##### a. Written Protocol:

- i. Ensure that when the manual is updated that a revision date is included.

##### b. Staff Training:

- i. Ensure that the minimum education requirement to provide service delivery is documented in the manual.

##### c. Staff Supervision:

- i. Ensure that all staff are provided written feedback regarding service delivery.
- ii. Continue to include RRC service delivery in yearly performance evaluations.

##### d. Organizational Response to Drift:

- i. Continue to utilize the Letter of Understanding when drift occurs.
- ii. Maintain Outcome sheets and quarterly staff meetings to continue to improve service delivery.

#### 2. Regarding Amount of Service:

- a. Maintain communication between RRC and Bucks County Juvenile Probation department regarding youth being discharged early from the program without looking at the research recommended targeted amount of service.

#### 3. Regarding Risk Level of Youth Served:

- a. Continue to communicate with Bucks County Juvenile Probation department regarding the research-supported targeted risk population recommended for this service type; there are larger positive effects on recidivism with high risk juveniles.